

KSAs
Program Analyst
GS-343-09

1. Ability to identify problems, review production standards, and make tentative recommendations for problem resolutions.
2. Knowledge of Students Channel goals, programs, policies, and current initiatives in order to analyze their impact on programs.
3. Ability to conduct studies of work processes and procedures.
4. Skill reviewing reports and studies to ensure that user requirements are met.

KSA WEIGHTING SHEET

MPP#

Position Title, Series, and Grade Program Analyst, GS-0343-09

Organizational Location ED/SFA/Students Channel/Immediate Office of the General Manager

Weights established by Jennifer Douglas

Date xxx

<u>KSA</u>	<u>Weight</u>
1. Ability to identify problems, review production standards, and make tentative recommendations for problem resolutions.	
2. Knowledge of Students Channel goals, programs, policies, and current initiatives in order to analyze their impact on programs.	
3. Ability to conduct studies of work processes and procedures.	
4. Ability to identify procedural problems in program operations.	

Note: Weights must total 10. The weight for any one item can range from 1.0 to 4.0 in increments of 0.5.

Name of Selecting Official Jennifer Douglas, General Manager, Students Channel
Building and Room # ROB-3, Room 5050 Telephone 202-708-9951

KSA #1 Title: Ability to identify problems, review production standards, and make tentative recommendations for problem resolutions.

Points

Points: 4 SUPERIOR knowledge is indicated by: Extensive experience in identifying problems, reviewing production standards, and making tentative recommendations for problem resolutions to management within Students Channel.

Points: 3 HIGHLY SATISFACTORY knowledge is indicated by: Experience in identifying problems, reviewing production standards, and making tentative recommendations for problem resolutions to management within Students Channel.

Points: 2 SATISFACTORY knowledge is indicated by: Some experience in identifying problems, reviewing production standards, and making tentative recommendations for problem resolutions to management within Students Channel.

Points: 1 BARELY ACCEPTABLE knowledge is indicated by: Limited experience in identifying problems, reviewing production standards within Students Channel.

Signature: _____ Date: _____

KSA #2 Title: Knowledge of Students Channel goals, programs, policies, and current initiatives in order to analyze their impact on programs.

Points

Points: 4 SUPERIOR skill is indicated by: Knowledge of policies, goals and initiatives to strengthen Students Channel mission critical functions, including customer service, aid awareness, application processing and student credit management. Knowledge of current issues that impact Students Channel program and organization planning and implementation.

Points: 3 HIGHLY SATISFACTORY skill is indicated by: Knowledge of Students Channel mission, goals, organization structure and key stakeholders.

Points: 2 SATISFACTORY skill is indicated by: General knowledge of Students Channel mission and goals. Knowledge of any current issues impacting Students Channel operations.

Points: 1 BARELY ACCEPTABLE skill is indicated by: Awareness of Students Channel activities.

Signature: _____ Date: _____

KSA #3 Title: Ability to conduct studies of work processes and procedures.

Points

Points: 4 SUPERIOR ability is indicated by: Extensive experience conducting and coordinating studies of work processes and procedures to formulate tentative recommendations to management.

Points: 3 HIGHLY SATISFACTORY ability is indicated by: Experience conducting and coordinating studies of work processes and procedures to formulate tentative recommendations to management.

Points: 2 SATISFACTORY ability is indicated by: Some experience conducting and coordinating studies of work processes and procedures to formulate tentative recommendations to management.

Points: 1 BARELY ACCEPTABLE ability is indicated by: Limited knowledge conducting and coordinating studies of work processes and procedures.

Signature: _____ Date: _____

KSA #4 Title: Ability to identify procedural problems in program operations.

Points

Points: 4 SUPERIOR skill is indicated by: Significant experience in identifying procedural problems in Students Channel operations and making necessary recommendations to management.

Points: 3 HIGHLY SATISFACTORY skill is indicated by: Experience in identifying procedural problems in Students Channel operations and making necessary recommendations to management.

Points: 2 SATISFACTORY skill is indicated by: Some experience in identifying procedural problems in Students Channel operations.

Points: 1 BARELY ACCEPTABLE skill is indicated by: Awareness of procedural problems in Students Channel.

Signature: _____ Date: _____